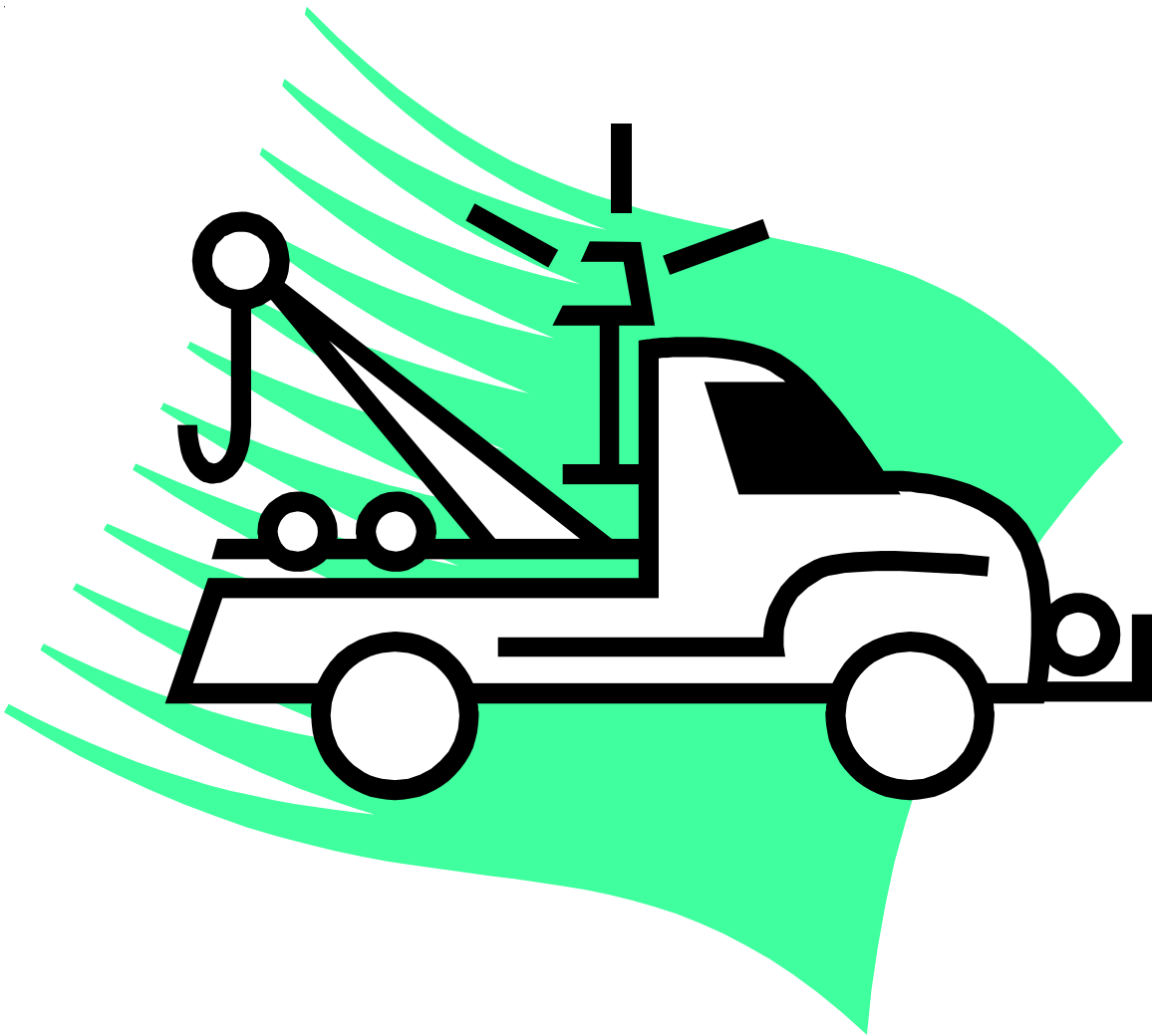


Registered Tow Truck Operator Web Training Manual



The Department of Licensing has a policy of providing equal access to its services. If you need special accommodation, please call (360) 902-3600 or TTY (360) 664-8885.

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Abandoned Vehicle ON-LINE

The Abandoned Vehicle Report application will provide Registered Tow Truck Operators (RTTOs) the capability of filing their Affidavit of Sale for an abandoned vehicle to the department online. This web application will also provide the ability to submit an inquiry to obtain DOL vehicle information including registered/legal owners, report of sale data, Affidavit of Sale data, and Destroyed Vehicle data.

What does this system provide?

1. Provides an inquiry that returns the most recent vehicle ownership information. Includes queries to the Report of Sale SQL, Wrecker/Insurance Destroyed, AVR Affidavit of Sale and HP/Unisys Vehicle databases. Vessels are not included.
2. Provides inquiry capabilities by:
 - a. License plate number and last four (4) characters of the VIN, or
 - b. by full VIN.
3. After an inquiry and confirmation of the vehicle record has been made, the application provides the ability to generate and print the completed 24-hour notice and the completed Abandoned Vehicle Report form.
4. Provides the ability to capture, record and print the AVR Affidavit of Sale (AVS) Seller and Purchaser information.
5. The system will generate a unique control/invoice number that could be used to access the specific AVS.
6. A Customer survey will be available from the start page of the application in order to gather your comments.
7. The system will provide a secured access to the application.
8. This service is available to process AVR Affidavit of Sales for vehicles. You will not be allowed to submit an affidavit of sale for a vessel using this system.

Service Availability

This service is available 24 hours a day, 7 days a week with the following exceptions:

- From 10:00 PM on Sundays to 2:00 AM on Monday.
- From 2:00 AM to 4:00 AM on Thursday.
- It is possible that the system will be down during other times due to unforeseen technical difficulties.

Accessing The Application On The Internet

Sign onto your Internet provider and type the following URL address into your internet browser.

<https://fortress.wa.gov/dol/avr>

Once you have received the start page, you will enter your user identification number and password, then click on the SUBMIT button.

At this point you will choose to either process an inquiry or submit an Affidavit of Sale for an abandoned vehicle.

System Requirements -

- 1) When you click on the Submit button on the account/password login page, the web interface will determine if the client's browser has JavaScript enabled. If JavaScript is disabled, the following error message will be displayed (along with a CANCEL button):

Your browser is currently configured not to allow web pages that use Java Scripting to run on your PC. Our application uses Java Scripts for data validation and editing, so if you wish to use it, you must reconfigure your browser in order for it to work. In Netscape, find and check the option to Enable JavaScript. In Internet Explorer, find and check the Enable Active Scripting option.

- 2) When you open the AVR home/menu page, the web interface will determine if the browser is valid. If the browser is not one that we support, the following error message will be displayed (along with a CANCEL button)

Our program has detected that you are currently using a browser other than one that we support. The browsers that we support are:

- Netscape Version 4.06 or later
- Internet Explorer 4.01 or later
- Internet Explorer 4.51 or later (Apple Macintosh version)

If you visit the Netscape or Microsoft web sites, you can obtain a free upgrade.

- 3) When you open the AVR home/menu page (with a browser that we support), the web interface will determine if your browser supports Secure Socket Layer (SSL) Protocol. If not, the following error message will be displayed (along with a CANCEL button)

Your browser is currently configured **not** to support Secure Socket Layer (SSL) Protocol. Since the online Abandoned Vehicle program uses SSL for encryption, you must first enable this feature in your browser in order to use our program. To do that in Netscape, find and check the security option to Enable SSL.

The Start Page –

1. **DOL Home** – takes you to the DOL home page.
2. **What you will need** – describes what information will be required to access the system and to complete an Affidavit of Sale.

To access the Abandoned Vehicle Online system

You need to be an authorized user in order to access this system. If you wish become an authorized user, please e-mail your request to the Department of Licensing Abandoned Vehicle Unit

3. **Service availability** – describes that the system is available 24x7.

This service is available 24 hours a day, 7 days a week with the following exceptions:

- From 10:00 PM on Sundays to 2:00 AM on Monday.
- From 2:00 AM to 4:00 AM on Thursday.

It is possible that the system will be down during other times due to unforeseen technical difficulties.

4. **Frequently asked questions** – provides answers to the most frequently asked questions

5. **Customer support** - provides contact information for application support. The email address for the Abandoned Vehicle Unit is 'dolvsswat@dol.wa.gov'.

If you need assistance processing transactions or you wish to set up an account to utilize the electronic filing of an Affidavit of Sale for an abandoned vehicle, please contact the Abandoned Vehicle Unit.

6. **Privacy policy** – describes DOL's privacy policy

- The Department of Licensing does not sell or share personally identifiable information to advertisers or direct marketers.
- When you visit a Department of Licensing web site, we do not collect or retain any personally identifiable information about you unless it is necessary in order for us to complete your transaction.

7. **ADA Statement** – affirms DOL's commitment to compliance with the American's with Disabilities act.

The Department of Licensing has a policy of providing equal access to its services. If you need special accommodation, please call (360) 902-3600 or TTY (360) 664-8885.

Password Access and Security –

This system returns and displays ownership information and is covered under Public Disclosure Laws. You have the right to access this information to complete your daily business. However, because this information is restricted to authorized users, you are responsible for the usage of the system under your user identification number. . In other words, this system is to be used only for the processing of Affidavit of Sale or processing inquiries to complete the Abandoned Vehicle Form or 24 Hour notice.

The password you will utilize to begin processing is obtained from Department of Licensing Abandoned Vehicle Desk at (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov. Initially, only one password will be assigned to each business. Additional passwords will be assigned as you determine staff who need access to the system.

If you attempt to login to the system and your account number or password is invalid, the “Unsuccessful login” screen will be displayed. The same message will be displayed if the account has been terminated or temporarily deactivated due to too many unsuccessful login attempts in a given time frame.

IMPORTANT - The password should only be provided to the individual who will be processing your Affidavit of Sales and vehicle inquiries via the Internet.

Passwords – Expired, Changing OR Forgotten

If you have forgotten your password, you can contact the Department of Licensing at (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov

IMPORTANT -

If the individual that uses the Abandoned Vehicle Report application on behalf of your company leaves your company, you will need to have the password changed immediately. This will restrict further use of the account under the previous password. As stated before, you are responsible for the access to process transactions and for the security of your account.

Changing Password - Admin Menu Option

The Admin Menu Option, located on the main menu, is for the administration of your password. If your password is about to expire, the WEB application will notify you that your password is about to expire and will prompt you to change your password. You will click on the Admin Menu option to change your password. If you do not change your password within 5 days after the expiration of password, your access to the Abandoned Vehicle Report Application will not be allowed.

Password Expiration Messages –

1. The expiration date of the password expires in the next 5 days. Error message -Your password will expire in 4 days {in bold red text}
2. The expiration date expired in the last 5 days (including the day it expires). Error message -Your password needs to be changed on or before mm/dd/yyyy {in bold red text}
3. The expiration date expired over 5 days ago. Error message - Access to the AVR Online system is denied until the password is changed {in bold red text}

Password FAQ's

Q - I work in a large organization, will there be multiple passwords assigned to our staff or only one?

A - Initially only one password will be assigned to each business. This password should only be given to the individual who will be accessing the Abandoned Vehicle Report

application on behalf of your organization. Additional passwords will be assigned as you determine staff who need access to this system.

Q - If there is initially only one password, is it okay to share it with all of our staff?

A - To ensure security we recommend limiting access to the Internet Affidavit of Sale system to one or two employees. You are responsible for the access to process transactions and the security of your account.

Q - What happens if someone leaves the organization and they know our account number and password?

A - Immediately contact the Department of Licensing at, (360) 902-4019 to have the account password changed. This will restrict further use of the account under the previous password. As stated before, you are responsible for the access to process transactions and the security of your account.

Common Button Functionality

Several of the screens utilize the same buttons. The buttons are described below.

Back – returns you to the previous screen in the AVR process.

Cancel – cancels the transaction, returning you to the Start/Menu Page.

Continue – takes you to the next screen in the AVR process.

Help – provides help information related to the information required or presented in each screen.

Submit – transmits information from your computer over the Internet to the DOL web server.

Error Messages - Trouble Shooting System Error Messages -

1. If at any time the program finds that your processing of pages is out-of-sequence or a page is missing, the “Out of Sequence” page will be displayed. This page will include a START OVER button along with the following text:

It appears that you may have attempted to go directly to one of this program's interior pages without first having properly started on the Application Start Page. In order for this program to work correctly, it is necessary that you complete all the steps in the process and do them in a certain order.

If you click the Start Over button below, you will be sent to the Application Start Page.

2. If at any time an error occurs accessing the database, displaying a web page, processing the vehicle inquiry or running one of the components, the “Not Available” page will be displayed. Depending on the type of error encountered, an email will be sent to DOL's application support indicating the specific error that was encountered. Our application support will investigate the issue without you having to notify the department.

The “Not Available” page will contain a CANCEL button along with the following text:

The Department of Licensing computer that is needed to complete this transaction is not available at this time. This could be due to scheduled maintenance or an unexpected computer problem.

Please retry your online Abandoned Vehicle transaction later today or tomorrow.

3. If during the vehicle inquiry process an error occurs indicating that a timeout or critical system error occurred, a second version of the “Not Available” page will be displayed and an email will be sent to DOL’s Application Support. Our application support will investigate the issue without you notifying the department. The second version of the “Not Available” page will contain a CANCEL button along with the following text:

The Department of Licensing computer that is used to complete this transaction is not available at this time due to heavy system use.

Please retry your online Abandoned Vehicle transaction later today or tomorrow.

4. If any of the pages in the process for submitting an Affidavit of Sale are opened and the web interface determines that the online Affidavit of Sale transaction has already been completed for the current session, the “Already Completed” page will be displayed. This page will include an EXIT button along with the following text:

Plate: EMI001 **Date:** 09/30/2002 **Time:** 10:53:00 AM

At this point you can [view the final receipt](#) or click the Exit button to return to the main menu.

Main menu

Once you have completed a valid login and your system meets the requirements for processing a transaction, you will be advanced to the main menu for the Abandoned Vehicle Report application.

Main Menu Links/Button Functionality

Buttons on the left side of the screen are the same as the login screen except the Customer Survey button is included in this screen. Selecting the Customer Survey button will open the DOL external customer survey for the Abandoned Vehicle Report application.

Links below the menu box – same as the login screen.

View DOL Vehicle Record Information – clicking on this button will allow you to complete an inquiry, print a completed 24-hour notice and/or print a completed AVR form.

Submit an Affidavit of Sale – clicking on this button will allow you to complete and submit to the Department of Licensing an Abandoned Vehicle Affidavit of Sale.

Admin Menu – is for changing your account password

INQUIRY by Plate

Processing by Washington license Plate and Last Four (4) characters of the VIN -

1. Enter the Washington License plate and last four (4) characters of the VIN information. If the VIN is only 3 characters than use the Full Vin option.
2. The vehicle information will be returned with the current owner information.
3. You may print this document for your records by selecting the printer icon on your Internet browser. A sample can be found in the “APPENDIX A” of this booklet At this point you may choose to print either the completed Abandoned Vehicle Report (AVR) or the completed 24-Hour Notice by selecting the button(s) at the bottom of the page.

INQUIRY by Full VIN

Processing by Full VIN -

1. Enter the full VIN information
2. The vehicle information will be returned with the current owner information.
3. You may print this document for your records by selecting the printer icon on your Internet browser. A sample can be found in the “Appendix A” of this booklet At this point you may choose to print either the Abandoned Vehicle Report (AVR) or 24-Hour Notice by selected the button(s) at the bottom of the page.

NOTE - The entry screen is not case sensitive. Dashes or spaces cannot be entered in either the plate or VIN fields.

Multiple Hit By Full VIN On Inquiry –

If you are processing an inquiry and the system locates multiple vehicle records with the same VIN, the system will return an error message.

The Department of Licensing will need to complete further research to determine if there is a matching vehicle record See Appendix “C” This screen is displayed when a full VIN inquiry performed on the HP/Unisys returns multiple vehicle records.

Vehicle Information Displayed -

The inquiry will provide the following information regarding the vehicle record -

1. Any vehicle brands associated with this vehicle will be shown on this screen.
2. If the vehicle record returned indicates that the vehicle is stolen, “the following message will be displayed”

This vehicle has been reported as stolen. Please contact law enforcement. {in bold red text}

3. The most recent report of sale (ROS) information - if the ROS is the most recent transaction performed on the vehicle it will display the following regarding the Report of Sale:
 - ROS #
 - Date sold
 - Purchase price
 - Agent/Subagent name and address

Seller's name and address
Purchaser's name and address

If there is a Report of Sale on the vehicle record yet no electronic record is found in the ROS database, and

- The fax number for the RTTO is available, the following message will be displayed in red text **“This vehicle has been reported as sold but the Report of Sale is not available to display online. It will be faxed to {fax number of the RTTO} within 72 hours”**.
 - The fax number for the RTTO is not available, the following message will be displayed in red text **“This vehicle has been reported as sold but the Report of Sale is not available to display online. You will be contacted at {phone number of the RTTO} within 72 hours”**.
 - Our Headquarters AVR unit will locate the report of sale and FAX it to you within 72 hours.
4. The most recent Abandoned Vehicle Affidavit of Sale - if the Affidavit of Sale was the most recent transaction performed on the vehicle it will display the following regarding the Affidavit of Sale
- RTTO #
 - RTTO name
 - Date of sale
 - Purchased by name/address
 - Plate
 - State issued
 - VIN
 - Make
 - Series body
 - Model year
5. The most recent Total Loss Information (Insurance destroyed report or Wrecker Destroyed report) - if the most recent vehicle transaction is the reporting of the vehicle as destroyed, then the system will display the following total loss information:
- Date of loss
 - Meets market value threshold
 - Loss reported by (name and address)
 - Wrecker/insurance number
 - Owner retained
 - Plate
 - State issued
 - VIN
 - Make
 - Series body
 - Model year

If there is a total loss on the vehicle record yet no electronic record is found in the Destroyed Vehicle reporting database, and

The fax number for the RTTO is available, the following message will be displayed in red text **“This vehicle has been reported as destroyed but the specific information is not available to display online. It will be faxed to {fax number of the RTTO} within 72 hours”**.

The fax number for the RTTO is not available, the following message will be displayed in red text **“This vehicle has been reported as destroyed but the specific information is not available to display online. You will be contacted at {phone number of the RTTO} within 72 hours”**.

Our Headquarters AVR unit will locate the total loss and FAX it to you within 72 hours.

24-Hour Notice

Follow steps 1 through 3 of Inquiry. Before printing the 24-hour notice, verify the vehicle information on the screen which is displayed. If you select to print the 24-hour notice, the system will populate the owner information with the most current information available on our databases. Including the vehicle information, owner information and RTTO information. You will be able to enter the additional information regarding the abandoned vehicle.

You will not be allowed to modify the owner information or vehicle information once the system takes you to the 24-hour notice. You will be able to modify the RTTO information, Date of Impoundment, Time of Impoundment, Storing Agency information as well as selecting 1, 2 or 3 of the boxes located under the section VEHICLE PROCESSING on the form. See Appendix “D”

There are 6 sections that are populated using the data from the Department of Licensing’s databases along with the information entered by you. The sections are as follows:

1. Vehicle information -
2. Impound information - (This information is populated with information entered by you.)
3. Tow firm information
4. Registered owner of record - If this is the most current ownership.
5. Seller’s Report of Sale, Affidavit of Sale or Destroyed – The system will determine which is the most current ownership and display this information.
6. Legal owner of record - This information will display the name, street address, city, state, and zip code

Abandoned Vehicle Report (AVR)

Follow steps 1 through 3 of Inquiry. Before printing the AVR form, verify the vehicle information on the screen which is displayed. If you select to print the AVR, the system will populate the information with the most current information available on our databases. Including the vehicle information and RTTO information. You will not be allowed to modify

the information that is displayed. You will be able to enter the date stored, date abandoned, date of report and storing information See Appendix “E”

Enter the final information related to the abandoned vehicle prior to printing the AVR form. See Appendix “D”

Once all information has been entered to complete the AVR form, click the SUBMIT button. See Appendix “G”

There are four sections that are populated using the data retrieved from the Department of Licensings databases along with the information entered by you. The sections are as follows:

1. **Tow truck operator information**

Tow ticket number

RTTO name - name corresponding to the account number submitting the AVR

RTTO number

RTTO address

2. **Vehicle information** This information will be populated from either the Vehicle, Affidavit of Sale, Report of Sale or Destroyed vehicle database and will display:

Model year -

Make

Model

VIN

Plate number

State

Policy agency storing

Date stored

Date abandoned

Date of report

RTTO number

3. **DOL Use Only Section** - Except for the two cases listed below, it will be date stamped with “**REPORTED ONLINE**” and followed by the **current date and time**.

- If it is an out of state vehicle with no single matching vehicle record found in any database.
- If it is a Washington licensed, trailer with a model year 1980 or earlier with no single matching vehicle record found in any database.

In the cases listed above where the DOL stamp is not displayed, the section in the DOL Use Only space will be empty as shown below:

DOL USE ONLY	<div style="display: flex; justify-content: space-between; align-items: center;"> REJECT <div style="display: flex; align-items: center;"> <input type="checkbox"/> WSP Inspection <input type="checkbox"/> Unable to Locate </div> </div> <p style="text-align: center; margin-top: 5px;">WASHINGTON STATE PATROL USE ONLY</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p style="color: blue; margin: 0;">VIN INSPECTED</p> <div style="border-top: 1px solid black; height: 20px; margin: 5px 0;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> </div> </div>
---------------------	--

4. **WSP Inspection** - The WSP Inspection box will be left unchecked except for the cases listed below.

- If no vehicle record was returned from the inquiry on the HP/Unisys or SQL databases and the user indicated that the vehicle was titled in Washington

In the cases listed above where the WSP Inspection check box needs to be checked, that section of the screen will appear as follows:

DOL USE ONLY REPORTED ONLINE 11/19/2002 11:22:34 AM	<div style="display: flex; justify-content: space-between; align-items: center;"> REJECT <div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> X WSP Inspection <input type="checkbox"/> Unable to Locate </div> </div> <p style="text-align: center; font-weight: bold;">WASHINGTON STATE PATROL USE ONLY</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p style="margin: 0;">VIN INSPECTED</p> <div style="border-top: 1px solid black; height: 20px; margin: 5px 0;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> _____ _____ _____ </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> WSP INSPECTOR NAME NUMBER DATE </div> </div>
--	--

Affidavit Of Sale

From the main menu, click on the button “Submit an Affidavit of Sale”.

Follow steps 1 through 3 of Inquiry by entering either the plate and last four (4) VIN or by entering the full VIN.

Step 4 - Confirm vehicle information screen will be displayed (See Appendix “H”). The VIN, model year, make, series body/type from the vehicle record will be displayed on that screen.

If a record is not found in one of the databases, you may continue to submit the Affidavit of Sale by using the full VIN (See Appendix “I”)

If the vehicle inquiry returns a “multiple hit” error:

- A screen will be displayed to provide the options available to you.

If no record is returned from the HP/Unisys:

- The VIN not found screen will be displayed (See Appendix “J”)

Step 5a – If a record is found click the Continue Button after verification of the record has been completed.

Step 5b – If no record is found, enter the vehicle information to submit an Affidavit of Sale
– See Appendix “K”

This screen is displayed when no single vehicle record has been returned from the inquiry on the HP/Unisys. In this situation, you will need to supply the required vehicle information since it wasn't available from the inquiry.

Step 6 - Enter the final information related to the Affidavit of Sale (See Appendix "L")

Step 7 – Once you have entered all required information for the Affidavit of Sale, Click the Submit button

Step 8 – Print the Affidavit of Sale by selecting your printer icon on your Internet Browser. See Appendix "M"

Step 9 Exit – returns to the Affidavit Of Sale Menu.

Processing Your Inquiries Or Affidavit Of Sale By Batch

The web service will provide the ability for a machine to machine interface via a web service. The service will support inquiry via VIN number and will return current ownership information in the same fashion as the online interface. The service will also record the submission of an Affidavit of Sale.

If you are interested in processing your transaction in batch, please contact the Department of Licensing at dolvsswat@dol.wa.gov

Keeping Your RTTO Information Current

It is important to make sure your fax number and telephone number is kept current with the Department of Licensing. We will be utilizing this information to fax documentation when the system can not display for you the most recent report of sale or destroyed vehicle report. If you have a change in information, please contact the Department of Licensing at (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov.

Reprinting Transactions

If you need to obtain a copy of the Affidavit of Sale you submitted via the Internet, please contact Department of Licensing at, (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov

When you are calling or submitting your request, the following information will be necessary in order for the Department of Licensing to locate the specific copy you want. Please be prepared to provide the Affidavit of Sale transaction number or the license plate and VIN. To help in our search the RTTO number and sale date can also be provided.

FAQ's

Q - I have the original copy of the AVR/Affidavit of Sale that was completed at auction. Do I need to keep a printed copy of the Affidavit Of Sale showing proof I completed the process?

A - Yes, in accordance with Washington state law, Revised Code of Washington (RCW) 46.55.150 you are to retain copies for a minimum of three years.

Q - How long will DOL store this AVR - Affidavit of sale on the database?

A - 7 years.

Q - Will I be able to go in and print a copy of an Affidavit of sale if I know the VIN number and/or plate and last four VIN?

A - No. You are able to complete an inquiry for a vehicle using the VIN number and/or plate and last four VIN. The inquiry will provide the data that was submitted on the Affidavit of Sale. If you need an actual copy of the receipt, please contact Department of Licensing at, (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov.

Q - Do I still have to mail the affidavit of sale paperwork into DOL if I use this system?

A - No. However, you are required to keep a copy of the Affidavit of Sale and we recommend that you attach the receipt of submitting the Affidavit of Sale to the copy for your records.

Q - I'm an authorized user, but I'm having difficulty completing an inquiry on a record. Who should I contact?

A - First, verify the exact error you are receiving. If the error indicates the system is not available, please attempt to process your inquiry at a later date/time. If the system is returning an error that the "page cannot be displayed", verify the URL is correct. If the system continues to have a problem, please contact Department of Licensing at, (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov

Q - I forgot my password, what do I do?

A - Please contact Department of Licensing at, (360) 902-4019 or e-mail your request to dolvsswat@dol.wa.gov

DOL Vehicle Record Information			
Registered Owner: NIELSEN,DANIEL WARD 7526 320TH ST S ROY, WA 98580-9731		Legal Owner:	
Plate information: Plate: 433LFZ Expires: 06/30/2002 Issued: 05/2000 Tab #: R537985-02 Previous tab #: D536681-01		Remarks:	
Title/Renewal information: Total fees paid: \$51.00 Title #: 9533342003 Title transferred: 11/29/1995		Vehicle information: Model year: 1977 Make: GMC Series body: SUB VIN: TCL167F501740 Use Class: Passenger Car Color: Silver /Gray Current odometer: E 0000000 Previous odometer: Power: Gasoline	
Additional vehicle information: Gross weight: Scale weight: 4875 lbs Tonnage fees: \$0.00 Tonnage abatement: Tonnage exp date:			
Report of Sale Information			
Report of sale: 026530001 Vehicle sold: 03/19/2002 Purchase price: \$1,000.00 Agent/Subagent: DOL INTERNET		Sold By: Deb Then 123 Your Street Olympia, WA 98504 Sold To: Then Deb 456 My Street Olympia, WA 98504	
AVR/Affidavit of Sale Information			
Date of sale: 10/12/2002 Purchased by: Margaret Stuart 123 Oak St SE Suite 101 Olympia, WA 98502		Abandoned vehicle information: Plate: 433LFZ State issued: WA Model year: 1977 Make: GMC Series body: SUB VIN: TCL167F501740	
Information on Destroyed Vehicle			
Loss reported by: Gecko Insurance Company 421 Plum St. Olympia WA Date of loss: 01/23/2002 Meets market threshold: No <i>(At time of reporting)</i> Owner retained: No		Destroyed vehicle information: Plate: 433LFZ State issued: WA Model year: 1977 Make: GMC Series body: SUB VIN: TCL167F501740	
BACK		PRINT AVR	24-HOUR NOTICE
			CANCEL

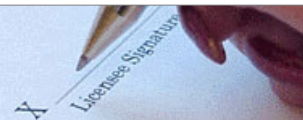
Appendix A



Department of Licensing

ABANDONED VEHICLES

STEP 1 OF 2



Search Results - Plate Not Found

A vehicle record could not be located in the DOL vehicle database using the plate and last 4 characters of the VIN you submitted.

This is the information you entered:

Washington plate number: NOFILE **VIN:** 1234

Please double-check the information entered to verify that it is correct. If you need to reenter any information, click the Try Again button. Another option is to retry the search using the [full VIN](#).

TRY AGAIN

FULL VIN

CANCEL

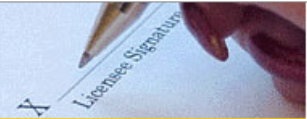
Appendix B



Department of Licensing

ABANDONED VEHICLES

STEP 1 OF 2



Search Results - Multiple Records Returned

The VIN you submitted matches more than one Washington vehicle record. Information for a specific vehicle record cannot be displayed.

This is the information you entered:

VIN: 123MULTIPLE

Please double-check the information entered to verify that it is correct. If you need to reenter any information, click the Try Again button.

If this is the correct information, you may print an AVR for this vehicle online. However, a 24-Hour Notice of Vehicle Impound must be created manually since specific owner information is not available online.

TRY AGAIN

PRINT AVR

CANCEL

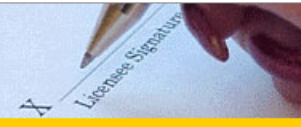
Appendix :”C”



Department of Licensing

ABANDONED VEHICLES

PRINT 24-HOUR NOTICE



Enter information for the Notice of Vehicle Impound Report

Street address

Date impounded

Time impounded a.m. ☐ p.m. ☐

Authorizing agency

- ☐ If the vehicle is not redeemed within 120 hours it will be processed as abandoned and sold at auction.
- ☐ Suspended driver's licensed - the vehicle will be held at the direction of law enforcement.

Days held

- ☐ Security deposit required by the towing firm.

Towing firm name

Street address

City

State

Zip

Impound charge

Daily storage rate

SUBMIT

BACK

CANCEL

HELP

ABANDONED VEHICLES ONLINE - PrettyGood Towing Company - 11/19/2002 2:36:49 PM

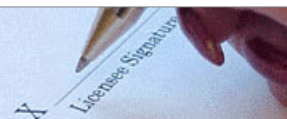
Appendix "D"



Department of Licensing

ABANDONED VEHICLES

PRINT AVR - ADDITIONAL INFORMATION



Enter additional information for the Abandoned Vehicle Report

Tow ticket #

Date abandoned

Date stored

Agency storing

SUBMIT

BACK

CANCEL

HELP

ABANDONED VEHICLES ONLINE - PrettyGood Towing Company - 11/19/2002 11:13:33 AM

Appendix "E"



Department of Licensing

ABANDONED VEHICLES

PRINT AVR - MANUAL SUBMISSION REQUIRED



The vehicle information you entered indicates that the AVR must be submitted manually

Additional research is required by DOL staff before the AVR can be officially accepted.

You may continue with the process of entering the information for the AVR using this Online system and then print the resulting AVR form. However, once you print the AVR you must **mail the printed copy to DOL** for the AVR to be officially submitted.

You may also complete an AVR manually and mail the completed form.

CONTINUE

BACK

CANCEL

Appendix “F”

DUPLICATION OF THIS FORM MUST CONFORM TO DOL AND WSP SPECIFICATIONS

FAX: (360) 902-3665

MODEL YR.	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER		PLATE NUMBER	STATE
1992	WINNEBAGO	MOTOR HOME	TESTEMI3333		EMI333	WA
POLICE AGENCY STORING			DATE STORED	DATE ABANDONED	DATE OF REPORT	RTTO NO.
SPD Zone 2 Impounds			05/03/2002	05/08/2002	11/18/2002	1234

TOTAL LIEN (LESS SALES TAX)	\$ _____	PURCHASER'S NAME _____
SALE PRICE	\$ _____	PURCHASER'S ADDRESS _____ _____
TAX	\$ _____	
AMOUNT COLLECTED	\$ _____	DATE OF SALE _____ PURCHASER'S DOL CUSTOMER ACCOUNT NUMBER (CAN) * _____
SURPLUS REMITTED DATE	_____	I certify that the information contained hereon is accurate and complete and that the sale complied with RCW 46.55 and WAC 308.31.
NO BID <input type="checkbox"/>		AUTHORIZED SIGNATURE OF OPERATOR OR AGENT _____

1. Any surplus must be mailed within 30 days of sale to: DEPARTMENT OF LICENSING, BANKING SECTION, OLYMPIA, WA 98504.
2. An Application for Title, in purchaser's name, accompanied by this Affidavit must be filed within 15 days of sale. This vehicle cannot be resold until a title is issued.
3. Wreckers and scrap processors may use this form in lieu of title on monthly reports if the vehicle was acquired from a registered tow truck operator or from a licensed bulk hauler. If the disposer retains the vehicle, title in the company name must be applied for within 30 days.
- * The DOL Customer Account Number (CAN) is located on the Washington Driver's License or ID Card, under the heading of "NUMBER"; or for a business, it is the UBI number in the upper right corner of the Master Business License

NOTARY SEAL OR STAMP	NOTARIZATION/CERTIFICATION	
	State of Washington, County of _____	Signed or attested before me on _____
	by _____ PRINTED NAME OF APPLICANT	Signature _____ Dealer No. OR
	Title _____ DEALERSHIP POSITION/AGENT/NOTARY	AND: County/Office No. OR Notary Expiration Date _____

WSP INSPECTOR NAME	NUMBER	DATE
--------------------	--------	------

Appendix “G”

WASHINGTON

TOW - TRK

EVERGREEN STATE

Department of Licensing

ABANDONED VEHICLES

STEP 2 OF 4

X

Licensee Signature

Vehicle Information

VIN	TEST87654
Model year	1992
Make	FLEET
Series/body type	MH

Please verify the vehicle information before continuing

CONTINUE

BACK

CANCEL

HELP

ABANDONED VEHICLES ONLINE - PrettyGood Towing Company - 11/21/2002 12:48:40 PM

WASHINGTON
TOW - TRK
EVERGREEN STATE

Department of Licensing
ABANDONED VEHICLES

STEP 1 OF 4

Search Results - Plate Not Found

A vehicle record could not be located in the DOL vehicle database using the plate and last 4 characters of the VIN you submitted.

This is the information you entered:


Washington plate number: NOFILE **VIN:** 1234

Please double-check the information entered to verify that it is correct. If you need to reenter any information, click the Try Again button. Another option is to retry the search using the [full VIN](#).

TRY AGAIN **FULL VIN** **CANCEL**


- Click on full VIN to search by VIN if the plate is not found

Appendix “T”



Department of Licensing

ABANDONED VEHICLES



STEP 1 OF 4

Search Results - VIN Not Found

A vehicle record could not be located in the DOL vehicle databases using the VIN you submitted.

This is the information you entered:

VIN: 123NOTFOUND

Please double-check the information entered to verify that it is correct. If you need to reenter any information, click the Try Again button.

If this is the correct information, you may continue with the process of submitting an Affidavit of Sale using the VIN you provided.

TRY AGAIN

CONTINUE

CANCEL

Appendix “J”

WASHINGTON

TOW-TRK

EVERGREEN STATE

REPORT

HELP

FAQ

Department of Licensing

ABANDONED VEHICLES

X

Licensee Signature

STEP 2 OF 4

Enter information related to the abandoned vehicle

VIN:

VIN123NOFOUND

Model year:

(4-digit year)

Make:

Model:

Body:

Plate:

State issued:

SUBMIT

BACK

CANCEL

HELP

ABANDONED VEHICLES ONLINE - PrettyGood Towing Company - 11/21/2002 11:41:12 AM

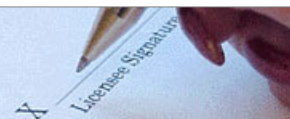
Appendix “K”



Department of Licensing

ABANDONED VEHICLES

STEP 3 OF 4



Enter Affidavit of Sale Information

Name of Purchaser:

Complete Address:

City:

State/Province:

Zip/Postal Code:

Date Vehicle Was Sold:

Driver License Number:

 (if available)

Pressing the Submit button will update the Department of Licensing records to finalize the Affidavit of Sale report.

SUBMIT

BACK

CANCEL

HELP

ABANDONED VEHICLES ONLINE - PrettyGood Towing Company - 11/21/2002 12:28:22 PM

Appendix "L"



Department of Licensing

ABANDONED VEHICLES

AFFIDAVIT OF SALE RECEIPT

STATE OF WASHINGTON - DEPARTMENT OF LICENSING					
Affidavit of Sale					
PLATE EMI133	VEHICLE IDENTIFICATION NUMBER TESTEMI3333	MODEL YR. 1992	MAKE HONDA	TRANSACTION NUMBER 0232500001	
STATE WA	MODEL MOTOR HOME		SERIES/BODY		
RTTO NAME PRETTYGOOD TOWING COMPANY (1234)			NAME OF PURCHASER JOHN DOE		
RTTO ADDRESS 123 MAIN ST			ADDRESS OF PURCHASER 402 HILLSIDE DR		
CITY OLYMPIA	STATE ZIP CODE WA 98503-1234		CITY OLYMPIA	STATE ZIP CODE WA 98501	
DATE VEHICLE SOLD 11/11/2002	TODAY'S DATE 11/21/2002		PURCHASER'S DRIVER LICENSE NUMBER		

**Your transaction of reporting this vehicle as sold has been completed.
Please print this Affidavit of Sale form for your records.**

EXIT

ABANDONED VEHICLES ONLINE - PrettyGood Towing Company - 11/21/2002 1:45:26 PM

Appendix "M"